Amendments to the Claims:

This listing of claims replaces all prior listings of claims:

Listing of Claims

1. (Currently amended) A computer-implemented method for detecting user satisfaction, comprising:

monitoring an interaction between a user and a computer using an acquisition module on the computer that tracks user actions;

comparing the monitored interaction with a baseline value to determine a loop in the interaction, wherein the loop is a deviation from baseline; and

using the deviation to determine a value for user satisfaction.

2. (Original) The method of claim 1, wherein monitoring includes generating a user interaction log describing at least one interaction between a user and a computer.

3. (Currently amended) The method of claim 2, wherein comparing further includes:

~~determining loops in the user interaction log; and~~

assessing a penalty for every loop in the user interaction log.

4. (Original) The method of claim 2, wherein generating the user interaction log includes:

retrieving a user session with an application;

parsing the user session for action sequences;

preparing the user interaction log; and

storing the user interaction log.

5. (Original) The method of claim 2, wherein monitoring includes identifying an application script based on an interaction included in the user interaction log.

6. (Original) The method of claim 5, wherein identifying the application script includes identifying an application script with an action sequence.

7. (Original) The method of claim 6, including assigning a utility value to the action sequence.

8. (Original) The method of claim 5, wherein the application script is created by:

defining action sequences;

assigning a utility value to each action sequence;

developing a script of action sequences for an application; and

storing the script.

9. (Original) The method of claim 5, wherein the application script corresponds to expert user actions.

10. (Original) The method of claim 5, wherein comparing includes comparing the user interaction log to the identified application script.

11. (Original) The method of claim 10, wherein using the deviation includes determining a deviation index representing a deviation between the user interaction log and the application script.

12. (Original) The method of claim 11, wherein using the deviation includes correlating the deviation index to a user satisfaction level.

13. (Original) The method of claim 1 further including assessing the value of the interaction to determine the deviation.

14. (Original) The method of claim 1, wherein comparing includes assessing a severity of difference between the monitored interaction and the baseline value to determine the deviation.

15. (Currently Amended) A computer-implemented method for improving user satisfaction, comprising:

tracking user actions, by a computer system, during an interaction with an application on

the computer system;

determining, by the computer system, if the user actions deviate from an application script corresponding to the interaction; and

providing, by the computer system, a link from a deviated action to a next logical point in a task script.

16. (Currently amended) A user satisfaction detection system, comprising:

means for monitoring an interaction between a user and a computer; and

means for comparing the monitored interaction with a baseline value to determine a loop in the interaction, wherein the loop is deviation from baseline and use the deviation to determine a value for user satisfaction.

17. (Original) The system of claim 16, wherein the monitoring means includes means for generating a user interaction log describing at least one interaction between the user and the computer.

18. (Currently amended) The system of claim 17, wherein the comparing means includes:

~~means for determining loops in the user interaction log; and~~

means for assessing a penalty for every loop in the user interaction log.

19. (Original) The system of claim 17, wherein the generating means:

retrieves a user session with an application;

parses the user session for action sequences;

prepares the user interaction log; and

stores the user interaction log.

20. (Original) The system of claim 17, wherein the monitoring means includes means for identifying an application script based on an interaction included in the user interaction log.

21. (Original) The system of claim 20, wherein the identifying means identifies an application script with an action sequence.

22. (Original) The system of claim 21, wherein the identifying means assigns a utility value to the action sequence.

23. (Original) The system of claim 20, further comprising means for creating the application script, wherein the creating means:

defines action sequences;

assigns a utility value to each action sequence;

develops a script of action sequences for an application; and

stores the script.

24. (Original) The system of claim 20, wherein the application script corresponds to expert user actions.

25. (Original) The system of claim 20, wherein the comparing means includes interaction log comparing means for comparing the user interaction log to the identified application script.

26. (Original) The system of claim 25, wherein the comparing means includes means for determining a deviation index representing a deviation between the user interaction log and the application script.

27. (Original) The system of claim 26, wherein the comparing means includes means for correlating the deviation index to a user satisfaction level.

28. (Original) The system of claim 16, further comprising value assessing means for assessing the value of the interaction to determine the deviation.

29. (Original) The system of claim 16, wherein the comparing means includes severity assessing means for assessing a severity of difference between the monitored interaction and the baseline value to determine the deviation.

30. (Original) A user satisfaction detection system, comprising:

an acquisition module configured to track user actions during an interaction with an application; and

a detection module configured to determine if the user actions deviate from an application script corresponding to the interaction and provide a link from a deviated action to a next logical point in a task script.